



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2642

Entered
per
RCE
1/20/06
SMC

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on 9/27/05.

By *Andrew R. Martin*

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RESPONSE AND AMENDMENT

Mail Stop Amendment
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the final Office Action mailed July 14, 2005. In response thereto, consider the following remarks.